Remote Control User's Guide

Amino Set Top Box

KPU

Your Community, Your Utility

Welcome to CommVision IPTV!

KPU is committed to bringing you state-of-the-art technology and exceptional value. With KPU CommVision IPTV you get 100% digital quality programming, an interactive program guide, CD-quality music channels, on-screen Caller ID, parental controls and more!

Please review the information on the next page with our technician. This information will insure that you have been provided the materials and instruction to start enjoying your new service.

KPU CommVision Customer Support
907-228-5474

Billing and Account Information
Monday – Friday: 9:00 am – 6:00 pm
Saturday: 10:00 am – 4:00 pm

Technical Support
611 or 907-225-2111 option 1 or email: helpdesk@kpunet.net
Monday – Friday: 8:00 am – 9:00 pm
Saturday - Sunday: 11:00 am – 9:00 pm

Office Location
2417 Tongass Ave. (The Plaza)
Monday – Friday: 9:00 am – 6:00 pm
Saturday: 10:00 am – 4:00 pm

Website

Welcome

Your TVs are programmed as follows:

TV	Location	Channel/Input	TV Programming Code
TV 1			
TV 2			
TV 3			
TV 4			

Modem:

Model	Location	Wired/Wireless

Set Top Boxes:

TV	Model	SD/HD	PVR
TV 1			
TV 2			
TV 3			
TV 4			

Your PINs are currently set to:

Purchasing PIN	

Installation Checklist:

- ☐ Installation Summary Sheet
- ☐ TV Locations and Setup
- ☐ Personal Identification Numbers (PIN)
- ☐ Remote Control Quick Reference Guide
- ☐ Turning System On/Off
- ☐ Common Remote Functions
  - Guide
  - Menu
  - Music
  - VOD
- ☐ Caller ID (if applicable)
- ☐ Channel Lineup
- ☐ DSL Authentication/ Speed Test: _____
- ☐ HD Setup
  - Aspect Ratio and Resolution
  - Stream Enablement
- ☐ Customer Support
- ☐ Help

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Power On and Off – Press the **TV** button, then the **PWR** button on the remote control to turn on. To turn off, simply press the **PWR** button. (*Buttons are located in the upper right-hand corner of the remote.)*

If you've already determined which channel you'd like to watch, simply use the numeric keypad to select the channel (to watch CBS press 4) and then press the **ENTER** button.

Power on IPTV – After pressing the **TV** and **PWR** buttons, press the **Myrio** button and then the **PWR** button again on the remote control to initiate the Set Top Box and your IPTV service. (*Button is located in the upper left-hand corner under the SETUP button.)*

You can also select to watch by using the **CH +/- buttons**. Simply press the **CH+** button to scroll forward through channels or press the **CH-** button to scroll backwards through channels.

Press the Menu button to access the Digital TV Guide, Movies, Phone and Settings. (*Button is located in the middle-right near the arrow Selections.*)

You can control the volume while viewing your program by using the **VOL +/- buttons**. To turn up the volume, press the **VOL+** button. To turn down the volume, press the **VOL-** button.

You can by-pass the Menu and go directly to the main feature by pressing one of the feature buttons. Press the Movies button to go directly to all VOD movies. (*Feature Buttons are located at the bottom of the remote control.*)

Movie Controls – While watching VOD movies, use these buttons to Play, Pause, Stop, Fast Forward and Rewind.

Channel Selection – you can select a channel by pressing the **GUIDE** button. Simply highlight the program you'd like to watch and press the **SELECT** button. (*Use the arrow buttons to navigate through the Guide to highlight a channel.)*

While viewing the Guide, you can get details about a program you'd like to watch. Simply highlight the program and then press the **INFO** button.

Seeing a black or blue screen, or snow?

This means your IPTV was not activated – only your TV set has been turned on. In order to remedy this situation, use the steps below:

1. Press the **TV** button.
2. Press the buttons **0** and **3** and then the **ENTER** button.
3. Press the **Myrio** button and then the **PWR** button.

If you still have no picture, start with Step 1 and on Step 2, press **0** and **4** and then the **ENTER** button. Proceed with Step 3 above.

Still not seeing a picture? Follow Step 1 and continue with these steps:

2. Press the buttons **0** and **3**.
3. Press the **INPUT** button.
4. Press the **Myrio** button and then the **PWR** button.

If you still have no picture, start with Step 1 and on to Step 2, press the **0** and **4** buttons. Proceed with Step 3 above.

Re-Programming your Remote Control

You'll need to find the codes for the devices you want to program using the manufacturing codes at http://kbase.x10.com/wiki/Universal_Remote_Code_List. Write these codes down and save them for future reference.

Note: To program a TV, use the **TV** button. To program a DVD player, TV/DVD combo, TV/VCR/DVD combo, use the **DVD** button.

1. Turn on the device (for example, the DVD player) and, if needed, load media (for example, a DVD).
2. Press a device button (**TV**, **VCR/DVD**, or **AUX**).
3. Press and hold the **SETUP** button until the red LED blinks twice, then release.
4. Enter the first five-digit code for your device. The LED blinks once as each digit is entered. IF the code is correct, the LED blinks twice.

Note: If the LED does not blink twice, repeat steps 2 to 4 and try entering the code again.

5. Aim the remote at the device and press the **PWR** button. The device should turn off. If it doesn't, repeat steps 3-5, trying each code for your brand until you find one that works.
6. Repeat steps 1-5 for the other devices you want to control.

Power Cycling your Set Top Box

If you are experiencing any of the following issues you might need to power cycle your Set Top Box.

- If the Guide says "no information" for all of the channels.
- If the time on the interactive program guide is incorrect.
- If your TV is tiling.
- If you are not hearing sound and the volume is up on your TV.
- If the red power light is off on the Set Top[Box and the Set Top Box isn't turned off.
- If the Guide does not appear.

How to Power Cycle your Set Top Box

1. Unplug the Set Top Box power cord from the wall outlet or the back of the box.
2. Wait 60 seconds and reconnect the Set Top Box power cord into the wall outlet.
3. The Set Top Box will cycle through the entire start-up process and take up to 5 minutes.
4. When the Set Top Box has completed, your TV will automatically be tuned to Channel 2.

Remote Control

Use the remote arrow keys to navigate interactive, on-screen menus. When the curser moves, a highlight appears around selected items. Feature buttons on the remote (DTV, Music, etc.) jump directly to a particular service. See page 1 for a complete description.

Navigating with the Remote

1. Use the remote arrow keys to move the cursor. The selected item will be highlighted in white.

2. Press the **SELECT** button on the remote. An action occurs and the screen changes.

Remote Codes

The remote is capable of controlling additional home electronics such as your TV, DVD or Stereo. Refer to the included Remote Programming instructions for additional information on how to program the remote. Programming instructions are also available at http://kbase.x10.com/wiki/Universal_Remote_Code_List.

Personal Identification Number

A 4-digit personal identification number (PIN) is issued at the time of installation (See *Welcome* page).

Your PIN is used to rent movies and set parental controls for TV programs and movie ratings. When required, an on-screen message prompts you to enter the PIN using the remote. As a security measure, asterisks appear as the numbers are entered. If the wrong PIN is entered, a message prompts re-entry.

Note: You can change or inactivate the PIN. See page 5 for details.

Personal Settings

Parental Controls

Use Parental Controls to set maximum viewable ratings for movies and TV programs, as well as prevent unrated TV shows from displaying. A valid PIN is required to alter Parental Controls.

Set Parental Controls

1. Press **MENU** on the remote.
2. Select **ACCOUNT INFO/SETTINGS**, then **PARENTAL CONTROL**.
3. Select **SETTINGS**.
4. Enable or Disable – Select **NO** to disable parental controls. Select **YES** to activate parental control features throughout the system.
5. Edit preferences using the directional arrows and **SELECT** on the remote for the following:

   Movie Rating – Control viewing of programs below the selected MPAA ratings level (PG-13, etc.).

   Television Rating – Control viewing of programs below the selected VCHIP rating level (TV-14, etc.).

   Lock Unrated Shows – Select Yes or No to restrict viewing of shows that are not assigned a rating.

   Show titles under Parental Control – Select **YES** or **NO** to restrict showing titles in the guide.
6. Select **SELECT** to save changes and return to the main menu.

Hide and Unhide Channels from the Guide

1. Press **MENU** on the remote.
2. Select **ACCOUNT INFO/SETTINGS**, then **PARENTAL CONTROL**.
3. Select **HIDE CHANNELS**.
4. Use the directional arrows on the remote to browse through a list of available channels. Press **SELECT** on the remote to select or deselect specific channels.
5. Select **SELECT** to save channels and return to the Parental Control menu.

Movie Ratings

G	General audience
PG	Parental guidance suggested
PG- 13	Parents strongly cautioned
R	Restricted
NC-17	No one 17 and under admitted
NR	Not Rated

Parental Controls, PIN Settings

TV Ratings

V	Violence
S	Sexual Conditions
L	Coarse or Crude Indecent Language
D	Suggestive Dialog
FV	Fantasy Violence
TV-Y	All Children
TV-Y7	Directed to Older Children
TV-G	General Audience
TV-PG	Parental Guidance Suggested
TV-14	Parents Strongly Cautioned
TV-MA	Mature Audience Only

PIN Settings

A 4-digit personal identification number (PIN) is issued at the time of installation (see page 1). When required, an onscreen message prompts you to enter the PIN using the remote. As a security measure, asterisks appear as the numbers are entered.

Change the Current PIN

1. Press **MENU** on the remote control
2. **ACCOUNT INFO/SETTINGS**, and then **PIN OPTIONS**.
3. Highlight the PIN you want to change and press **SELECT**.
4. Use the number keypad to enter the new PIN. Press **SELECT** to confirm the change. Press the right directional arrow (▶) on the remote control to leave the number field.
5. **SELECT** to save changes and return to the menu.

Enable/Disable the PIN

Warning: When the PIN is disabled you will no longer be required to enter a PIN when accessing and changing System Settings or when making purchases such as Video on Demand (VOD) movies.

1. Press **MENU** on the remote control.
2. **ACCOUNT INFO/SETTINGS**, and then **PIN OPTIONS**.
3. **YES** to Disable or **NO** to enable the selected PIN.
4. Press **SELECT** to save changes and return to the menu.

System Features

On-Screen Menu

Navigate system functions two ways: the on-screen main menu or the remote feature buttons. The menu displays:

- List of main features (DTV, Music, etc.) available on the system.
- Options for controlling how and if the system displays certain information (Parental Controls, Favorites, System Settings, Change PIN).
- Account history and more.

Using the Menu

1. Press **MENU** on the remote.
2. Use the ▲▼ directional arrows on your remote to navigate program titles one channel at a time.

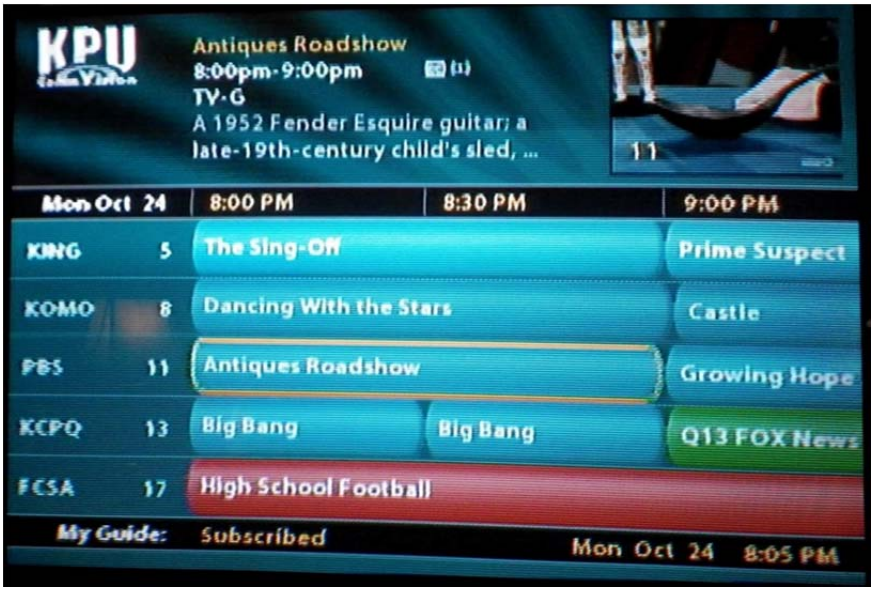
Menu Structure

Watch DTV	• Return to Regular DTV Programming
Movies	• Direct Access to VOD Movies
Account Info/Settings	• Parental Control • Favorites • System Settings • Account • PIN Options • Caller ID Settings • System Info
Media	• Future Use
Music	• Direct Access to Digital Music
Help	• Direct access to system help topics

Interactive Program Guide (IPG)

Press **GUIDE** on the remote to access detailed information for the selected entertainment feature (DTV, Music, etc.). The last channel viewed appears on a smaller screen (screen-in-screen) within the Guide so you never miss what's happening while you search for what's on, schedule feature programs or get more information.

TV listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are color coded to help you identify different types of programs.



Light Green/Blue	Normal Programming
Dark Green	No Information
Red	Sports
Light Green	News
Dark Blue	Children's
Purple	Movies

Navigating Guide Listings

Use the numeric keypad to advance directly to a specific channel or use the ▲▼ directional arrows on your remote to navigate program titles one channel at a time. Use the **CH +/-** buttons to advance a full page of listings.

Use the ◀ ▶ directional arrows to see program listings in 30-minute increments, for up to one week in advance. Use the ◀◀ ▶▶ keys to advance an entire day.

Highlight a program title and press **SELECT**. If the program is on now, you will tune to it. If the program will air later, you will be given options to tune to the channel now or set a reminder. Use the directional arrows and **SELECT** to select desired action or press **EXIT** to return to the guide.

System Features

Guide by Channel

1. Press **GUIDE** on the remote, use the directional arrows on the remote to highlight a program title that appears in the desired channel.
2. Use the ▲▼ directional arrows to browse program listings in chronological order. Use the **CH +/-** buttons to switch to the next channel.

Program Information

Highlight a program title and press **INFO** on your remote to see detailed program information. Use the **SELECT** button to highlight one of the following options:

- Watch **CHANNEL**.
- Add **REMINDER**.

Detailed program information can also be accessed when not in the Guide. While watching a program, press **INFO** on the remote to display title and duration of the current program. Press **INFO** a second time to display the full program description.

Favorites

The Favorites feature allows quick access to your most frequently viewed channels. Use the default Guide to create one for each person in your household (up to 5)!

Create a Favorites List

1. Press **MENU** on the remote
2. Select **ACCOUNT/INFO/SETTINGS**, then **FAVORITES**.
3. Highlight **NEW FAVORITE**, press **SELECT**.
4. Use the displayed keyboard to enter a name, then select **SELECT**.
5. Use the directional arrows to access and scroll through the available channels.
6. Highlight a specific channel and press **SELECT** on the remote to select desired channels.
7. Select **SELECT** to save and return to the menu.
8. Press the **GUIDE** multiple times to toggle between each created list – including “Subscribed.”

Favorites & Auto Tune and Reminders

Channels not selected in your favorites list will be unavailable to watch or see in the Guide when using the selected favorites list. Switch to subscribed to view or watch all available channels.

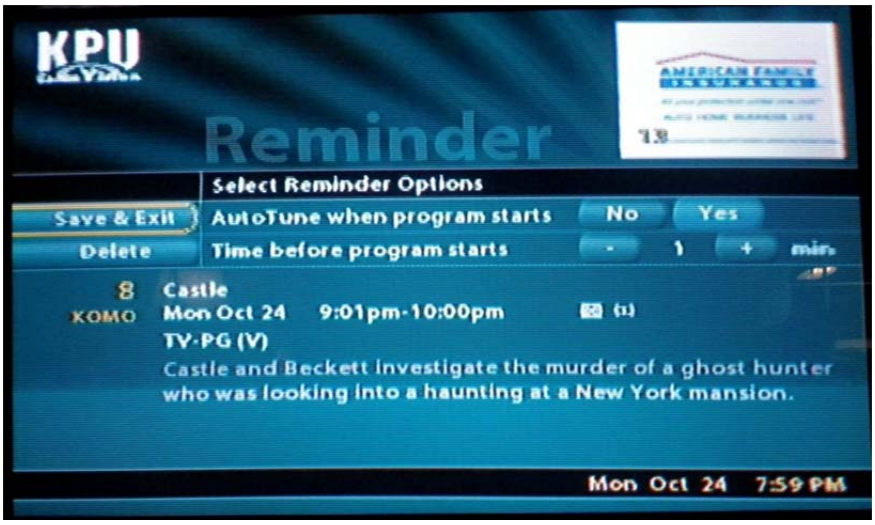
Delete a Favorites List

1. Press **MENU** on the remote.
2. Select **ACCOUNT INFO/SETTINGS**, then **FAVORITES**.
3. Select **EDIT FAVORITE.**
4. Use the directional arrows to toggle between and highlight the list you want to delete. Press **SELECT**.
5. The **CONFIRM** dialog box appears. Select YES.

Auto Tune and Reminders

Never forget when your favorite program starts. Schedule a Reminder to notify you before the show starts or schedule an Auto Tune to have it change the channel for you!

1. Press the **Guide** button to access the DTV Guide.
2. Highlight the future program and press **SELECT**.
3. Arrow to **ADD REMINDER** and press **SELECT**.



4. To set a **REMINDER:** Use the directional arrows on the remote to highlight **NO** and press **SELECT**.

   To schedule an **AUTO TUNE**: Use the directional arrows on the remote to highlight **YES** and press **SELECT**.

5. Set the notification or auto-tune time. Arrow down to "Time before program starts" to highlight and select the +/- buttons to set a time period from 1 to 99 minutes.
6. Select **SELECT** to save your settings and return to the menu. Press EXIT or the **DTV** button to return to the Guide. A small clock will appear next to the program you have selected.
7. When the reminder appears, select **WATCH NOW** to accept or **DISMISS** to ignore.

Music & Video-On-Demand

Music

Access over 40 different channels that feature continuous, commercial free, digital quality music in a variety of genres.

1. Press the **MUSIC** button (bottom of remote).
2. Press the **GUIDE** button while in this feature to see a complete listing of music channels by genre. Select the desired channel or genre using the directional arrows and **SELECT** on the remote.
3. Press the **DTV** button on the bottom of the remote to return to regular TV programming.

Note: You can also access the music channels by pressing the **MENU** button and selecting **MUSIC**.

Video-On-Demand

Video-On-Demand movies and programs are paid for at the time of airing and may be watched for up to 24 hours. Complete Video-On-Demand listings are available in the Interactive Program Guide.

Renting a VOD Movie

Get current movies and local programming at the touch of a button.

1. Press the **MOVIE** button the remote (bottom left).
2. Use the directional arrows to highlight the desired category, press **SELECT**:

Menu	Category	Events
	Events →	Specials
		Kids
	Free On Demand	Music
		Abient.TV
		Discovery Networks
		Kayhi Sports
		Celebrity Chef
		LiveinKetchikan
	KPU VOD	Special Events
		HomeGrown
By Category		Hometown Heroes
		Monthly Grind
		New Releases
		Library
		Independent
	Movies	En Espanol
		Passion Zone
		Bonus Footage
		Box Office Preview
		Foreign Flix
	Premium Channels →	Filipino
By Title	(Search for movie titles)	
By Keywordr	(Search by keyword)	

3. Use the directional arrows to select a subject from the displayed list, press **SELECT** on the remote.
4. Continue to use the directional arrows and the **SELECT** button to navigate through all of the screens.
5. To return to regular TV viewing, press the **DTV** button or **EXIT**.

Pay-Per-View

Pay-Per-View movies and programs are paid for at the time of airing and may be watched once. Complete Pay-Per-View listings are available in the Interactive Program Guide (channels 970 and above).

Renting a PPV Event

1. Press **DTV** on the remote, then press **GUIDE**. Navigate using remote arrow keys or Page up/down to a PPV channel.
2. Press **SELECT** on the remote.
3. Select **RENT PPV**.
   - If the movie is in progress, a warning box appears to confirm the purchase. Options are **YES** or **NO**. Select YES to continue with the purchase. Select **NO** to cancel and return to regular programming.
4. Enter your **PIN**.

Note: Movies and events are not available to purchase until 15 minutes before the start time.

Cancel a PPV Purchase

You can cancel a PPV purchase before the program begins. Once the program has started, you will not be able to cancel the purchase.

1. Press **DTV** on the remote, then press **GUIDE**. Use the directional arrow keys or Page up/down on the remote to navigate to the movie or event purchase you want to cancel.
2. Once the program is highlighted, press **INFO** on the remote.
3. Select **CANCEL PPV**.
4. Use the directional arrow keys and the **SELECT** button to select **EXIT** to return to the Main Menu.
5. Select **DTV** in the Menu or press the **DTV** button on the bottom of the remote to return to regular programming.

Purchase History

The Account section of Account Info/Settings displays a detailed record of your movie rentals (both VOD and PPV) and costs for the last 30 days. This information is for explanatory purposes only.

1. Press **MENU** on your remote.
2. Select **ACCOUNT INFO/SETTINGS** and then **ACCOUNT**. The Enter PIN dialog box appears. Enter your **PIN**.
3. Your subscription name is displayed. Review the purchased movies, view charges, titles and dates for the last 30 days.
4. Use the directional arrows and **SELECT** button to select **EXIT** to return to the main menu.
5. Select **DTV** in the menu or press **DTV** button near the bottom of the remote to return to regular programming.

Note: Setup Parental Controls to block and/or hide undesired channels and titles. See page 4 for details.

Caller ID

Caller ID on your TV is available with a subscription to the Caller ID feature on your KPU phone account.

Enable or Disable Caller ID

- Press **MENU** on the remote.
- Select **ACCOUNT INFO/SETTINGS**, then **CALLER ID SETTINGS**.
- The Caller ID Settings screen appears, with the following options:
  - Display only custom list (only displays number saved to the PHONE BOOK).
  - Enable/Disable
  - Display only calling number
- Turn options on or off, as desired, and then select **SELECT** to save changes and return to the menu.

Caller ID History

You can determine which numbers appear and how the information is displayed.

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Press **PHONE HISTORY**. The Caller ID History screen appears in reverse chronological order.
3. Scroll through the list to review incoming calls.
4. Press **EXIT** or ◀ directional arrow to return to the previous menu.

Phone Book/Custom List (Create a personal list of frequently used numbers)

Save Numbers from Caller ID History

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Select **PHONE HISTORY**. The Caller ID History screen appears. Scroll through the list to highlight the desired call.
3. Use the displayed keyboard to edit the name (if desired) the select **SELECT**.
4. Press **EXIT** or the **DTV** button to return to the previous menu.

Manually Add Numbers

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Select **PHONE BOOK**.
3. The Enter Name dialog box appears. Enter a name using the onscreen keyboard or the number keypad on the remote. Select **SELECT**.
4. The Enter Number dialog box appears. Enter the 10-digit phone number using the onscreen keyboard or the number keypad on the remote.
5. Select **SELECT** to save and return to the Phone Book list.

Delete Caller ID History

When the maximum number of calls is exceeded, the oldest calls in the History will automatically drop off. However, you can delete specific calls from the list at any time.

1. Press **PHONE** on the remote, or press **MENU** and select **PHONE**.
2. Select Phone History. The Caller ID History screen appears.
3. Scroll through the list to highlight the call you want to remove from Caller ID History.
4. A confirmation box appears. Select **YES** to confirm and delete or **NO** to cancel.

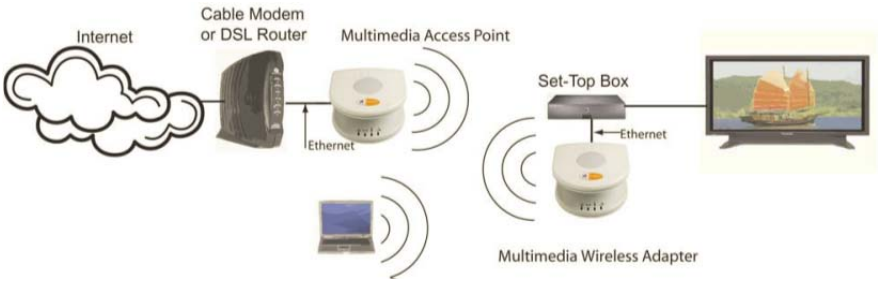
Troubleshooting the Ruckus Wireless

KPU Commvision is an Internet Protocol service. The video signal can be delivered to the television from the modem via coax or wirelessly. If your service is wireless, KPU will have installed a Ruckus Master at the modem to deliver the IP signal to a Ruckus Adapter which is then plugged in with an Ethernet cord to your Entone Set Top Boxes.

Label	LED	Activity	Description
1	Power	Green	Power is supplied to the Ruckus.
		Off	Power is not supplied to the Ruckus.
2	WAN Connectivity	Green	The WAN port has detected link.
		Flashing Green	Data is being transmitted or received on the WAN port.
		Off	No link connectivity.
3	Wireless Device Association	Amber	The WLAN interface is up, but no station is connected.
		Green	A station is connected to the WLAN (either the home WLAN or the KPU WLAN).
		Off	WLAN is not up.
4	Signal Quality	Green	Good signal quality at the KPU WLAN interface.
		Flashing Green	Marginally acceptable signal quality at the KPU WLAN interface.
		Off	No station associated with KPU WLAN.

Troubleshooting the Ruckus Wireless

A typical installation consists of a 7800 connected to a DSL modem. The 7811 sends wireless signals to an adapter (7111) that is connected to a set top box. One 7811 can send wireless signals to multiple adapters throughout the home.



Troubleshooting Setup

If you cannot see video on your TV, follow these troubleshooting tips:

1. Disconnect the 7111 power adapter (the unit connected to the STB).
2. Re-connect the 7111 power adapter.
3. From the TV connected to the set top box, check to see if you can watch IPTV channels.
4. If not, turn off the set top box.
5. Turn on the set top box.
6. Re-check the TV channel.
7. Disconnect the 7811 power adapter (the unit connected to the DSL modem).
8. Reconnect the 7811 power adapter.
9. Turn on the set top box.
10. Check the LED status lights to verify correct operation (see above).
11. Make sure you are using the power adapter supplied by Ruckus Wireless.
12. Make sure the Power LED is lit. If it is not lit, make sure the power cord is properly connected to the 7111 and that the power supply adapter is properly connected to a functioning power outlet. If the problem persists, you have a hardware problem and should contact our Repair Department at 611 or 225-2111, option 1.
13. Make sure your Network LED is lit. Make sure the Ethernet cable connections are secure at the 7111 adapter and your set top box. The Network LED on the 7111 adapter indicates a link when the adapter is fully seated in the port.
14. Make sure the Wireless LED is either steady or flashing Green. If it is not lit, the Wireless settings may be incorrect between the 7111 adapter and the 7811 Master. Contact our Repair Department at 611 or 225-2111, option 1.

Enjoy your Locally Owned and Operated KPU CommVision Service!

Call 611 or 225-2111 option 1 if you have any questions concerning our service.

For billing questions or to add new services contact Customer Service at 228-5474.